



MASSACHUSETTS

BluesEnroll Broker FAQ

Whom do I contact if I have questions or need help?

For questions on navigation within the tool, call 1-843-284-1177. For all other questions, call 1-888-426-8811 or email blue.enroll@bcbsma.com. In addition, training videos are available at the following training link: benefitfocusmedia.com/content/bcbsma/customer-video-library.

When I sign in through Broker Central and access BluesEnroll, why don't I see all my accounts?

The BluesEnroll home page for brokers lists all accounts associated with your agency and installed on BluesEnroll. If an account isn't installed on BluesEnroll, it won't appear in the view. After an account is installed on BluesEnroll, brokers and broker-support personnel within the agency will gain access to the account based on their permissions:

- **Broker with View Own access** – Users will only have access to accounts where you're assigned as the Broker of Record (per Blue Cross).
- **All other Users (i.e. Super User, Agency Administrator, Broker Support, Broker with View All access)** – Users will have access to all accounts within your agency.

Why can't I add people during renewal and the account's Open Enrollment (OE)?

To process a transaction on the account's anniversary date (Open Enrollment), the renewing plan(s) and benefit(s) need to be configured in BluesEnroll. Renewal information is automatically uploaded to BluesEnroll based on the account size:

Small Group (accounts with fewer than 51 employees) – When the account is available to brokers in BlueQuote, the default renewal data will also be uploaded to BluesEnroll. Small Group renewals are assumed to "renew as is" and we'll automatically update our systems to reflect this. If an account makes changes for their renewal, these changes are processed through BlueQuote and will typically take 2-3 days to be configured and appear in BluesEnroll.

Large Group (accounts with 51+ employees) – Unlike Small Group, Large Group renewals aren't assumed to "renew as is." Each account must decide and communicate their renewing plan, benefits, and rates to Blue Cross before we update our systems. Once this decision is made and the information is communicated to the account executive (AE), the AE will submit the renewal information to the appropriate areas. This process triggers an update to BluesEnroll for configuration. This typically takes 2-3 days to be completed from the date the AE has submitted the renewal.

How do I determine if a renewal is configured in BluesEnroll?

There are two ways to see if a renewal is in BluesEnroll:

Option 1: Go to your home page to view the list of accounts installed on BluesEnroll. The list view includes a column labeled, **In OE**. Accounts that are in OE have a calendar icon in the column, as shown below:

Status	In OE	Company Name	Benefit Start	Last Status Change	Agent Name	Carrier
Live		ABC Company			Jane Doe	Blue Cross Blue Shield of Massachusetts

Option 2: From the account home page, under **Benefit Participation**, select the renewal period from the drop-down.

Example: If the account's anniversary is 6/1/2019, you should see 06/01/2019-5/31/2020 in the drop-down.

If the renewal period isn't available in the drop-down, contact the BluesEnroll Help Desk team to request a status.

BluesEnroll includes a Terminate and Cancel function. Why are there two, and what is the difference between them?

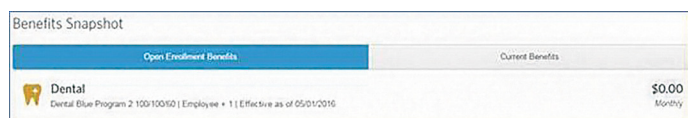
Terminate – Use **Terminate** when a person is no longer an employee of the account. Terminating an employee will allow them to be COBRA eligible. Terminating will also cancel their benefits.

Cancel – Use **Cancel** when an employee's benefits need to be canceled, but they are remaining as an active employee of the account. When you cancel benefits for an employee, the employee remains in an active status. When you use Cancel, you'll need to cancel medical and dental benefits separately.

Why isn't there a drop-down option for Open Enrollment when I go to add someone?

If the account is in OE, the specified dates of the renewal will already be populated in BluesEnroll. This allows you to process transactions without being prompted to include a change reason. If you're asked to include a change reason, then the account isn't in OE, and you'll need to follow appropriate underwriting guidelines. Use the drop-down menu to select the appropriate change reason for the transaction being performed.

You can also determine if an account is in OE from the Benefits Snapshot screen. If two separate tabs appear, Open Enrollment Benefits and Current Benefits, then the account is in OE and you can select the appropriate tab. If OE is not available, only the Current Benefits tab appears.



The screenshot shows a 'Benefits Snapshot' interface. At the top, there are two tabs: 'Open Enrollment Benefits' (which is highlighted in blue) and 'Current Benefits'. Below the tabs, the 'Open Enrollment Benefits' section is visible, showing a 'Dental' plan. The plan details include 'Dental Blue Program 2 100/100/10' and 'Employee * 1'. The effective date is listed as 'Effective as of 05/01/2016'. The monthly premium is shown as '\$0.00 Monthly'.

An account has a probationary period of 30 days. However, when I attempt to add a new employee, the effective date of coverage defaults to the employee's hire date. Why? (Example: When adding a newly hired employee for a hire date of 5/1/2019, the effective date that appears in BluesEnroll is 5/1/2019.)

For accounts that are moving from BlueLinks Enrollment Management to BluesEnroll, we default the New Hire probationary period to zero (0) days. For any account that completes the BluesEnroll Installation form, this information is available on the form and will be configured appropriately in BluesEnroll. If the New Hire rule is incorrect or the account has changed it, you or the account can send an email to blue.enroll@bcbsma.com with the updated information.

When adding a new employee, the benefits effective date will be prepopulated based on an account's new hire rule.

How do I add a dependent or newborn due to a life event?

Follow these steps below:

- Search for the subscriber you wish to edit
 - » Click **Benefit Details** (on the left-hand side) and then **Edit** (allows you access to change)
- Click the **Edit Due to Change Reason** button
 - » Use the drop-down to select the **Change Reason** (e.g., Birth)
 - » Other available options are displayed for editing coverage
 - » Select **Yes** to continue with the change
- Enter the date of birth
- Enter the date you were notified of the life event
- Click **Next**
- The previous benefit summary will now be displayed
- Depending on the existing coverage level, you may need to modify the coverage to accommodate the addition of the dependent/newborn. Click the **Edit** button next to coverage level if this is the case:
 - » Add the dependent/newborn demographic information
 - » Click **Save**
- Enter the effective date of coverage (This field may auto-populate, based on your account's eligibility rules.)
- Follow the appropriate screen to save the transaction

You can also visit our training site to watch a quick video at:
benefitfocusmedia.com/content/bcbsma/customer-video-library.